



Medical Billing Specialist

Category: Classified
Pay Grade: C16
Job Code: 10796

To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.

JOB SUMMARY

Performs complex clerical and financial work reviewing, processing, and researching specialized records with substantial financial impact in an automated office environment; oversees the Emergency Medical Services (EMS) medical billing system with emphasis on ensuring funds due to the County are received from insurance companies, Medicare, Medicaid, or other involved agencies; maintains close contact with the County Attorney's Office in ensuring the collection of funds owed and in resolving issues related to estate cases, auto accidents, etc.

ESSENTIAL JOB FUNCTIONS (examples, not all inclusive)

- Researches, verifies, updates, and assures the accuracy of information in the medical billing system and the Sunstar Membership Program;
- Processes medical billing claims;
- Reviews medical cases to determine if some or all expenses should be billed to Medicare, Medicaid, insurance companies, or other agencies and corresponds and follows through with agencies to ensure funds are collected;
- Assists in training employees on proper billing procedures;
- Trains new hires and cross trains current employees on various procedures;
- Assists with patient service walk-ins;
- Interprets medical information provided on run reports and applies appropriate medical coding;
- May audit, review, and process accounts and may perform complex case related functions;
- Reviews and maintains Quality Assurance reports;
- May conduct investigations and audits to resolve problems from misapplied funds or dormant accounts;
- May assist and fill in for supervisory level positions by resolving staff or customer problems and scheduling, assigning, and prioritizing duties to employees to ensure workload is accomplished;
- Performs a variety of tasks related to an automated office environment;
- Processes credit card payments via mail and/or by phone;
- Processes both cash and check payments received via mail or walk in customers and issues receipts as necessary;
- Prepares reports and performs special projects as required;
- Performs other related job duties as assigned.

QUALIFICATIONS

Education and Experience:

Two (2) years of experience in medical billing, clerical, and customer service with practical skills in the use of personal computer applications; or an Associate's degree in finance, accounting, business, or general education; or an equivalent combination of education, training, and/or experience.

Special Qualifications (May be required depending on area of assignment):

- Florida Driver's License or Florida Commercial Driver's License and endorsement, if any.

- Assignment to work a variety of work schedules including compulsory work periods in special, emergency, and/or disaster situations.
- Employee's name must not appear on the Health & Human Services exclusion list.
- Other knowledge, skills, abilities, and credentials required for a specific position.

Knowledge, Skills and Abilities:

- Knowledge of the principles of government accounting and record keeping procedures pertinent to the area of assignment;
- Knowledge of Federal and State regulations and Medicare/Medicaid rules and procedures as they relate to medical billing;
- Knowledge of HIPAA's privacy and security requirements as they pertain to protected health care information;
- Knowledge of medical terminology, grammar, spelling, math, and bookkeeping methods;
- Skill in the application of quality customer service;
- Skill in the operation of automated office equipment;
- Ability to apply basic computer applications and software;
- Ability to make and apply decisions in accordance with laws, regulations, and procedures;
- Ability to analyze accounts, perform computations, determine amounts due and responsible parties and prepare related correspondence and documents;
- Ability to understand and follow oral and written instructions and to express oneself clearly and concisely, orally and in writing, and to communicate effectively with internal and external departments, customers, and agencies on often controversial issues;
- Ability to type with reasonable speed and accuracy.

PHYSICAL/MENTAL DEMANDS

The work is sedentary work which requires exerting up to 10 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull, or otherwise move objects, including the human body. Additionally, the following physical abilities are required:

- Fingering: Picking, pinching, typing, or otherwise working, primarily with fingers rather than with the whole hand as in handling.
- Visual ability: Sufficient to effectively operate office equipment including copier, computer, etc.; and to read and write reports, correspondence, instructions, etc.
- Hearing ability: Sufficient to hold a conversation with other individuals both in person and over a telephone; and to hear recording on transcription device.
- Speaking ability: Sufficient to communicate effectively with other individuals in person and over a telephone.
- Mental acuity: Ability to make rational decisions through sound logic and deductive processes.
- Talking: Expressing or exchanging ideas by means of the spoken word including those activities in which they must convey detailed or important spoken instructions to other workers accurately, loudly, or quickly.
- Repetitive motion: Substantial movements (motions) of the wrist, hands, and/or fingers.

WORKING CONDITIONS

Work is performed in a dynamic environment that requires me to be sensitive to change and responsive to changing goals, priorities, and needs.